

SwiftKitchenTM

The Debt Report



The Debt Report

Summary

Occasionally, school office staff or catering staff may place an order in the system for a consumer on behalf of a parent. Usually this happens when a child comes to the counter for a meal, but where the parent had not placed an order for them.

This adjustment can happen after service (by the school office or catering staff placing the order in the back-end of the system manually), but it could also happen *during* service if a meal was added on using one of the tablets in the Queue Management system, and then was subsequently signed off.

The ultimate purpose of allowing this is to ensure that if a child needs a meal, that they receive one. However, a side effect of this practice is that the linked parent account can then be pushed into a negative balance.

The **debt report** can be used to identify any instances where an account has been pushed into debt for these reasons, and can be used when contacting parents to reclaim this debt. It can also be used to see instances where debt has been repaid by a parent, and also where the debt has been cancelled, and can display the reasons recorded in the system for these cancellations.

Running the report

1. Log into SwiftKitchen as normal, by heading to app.swiftkitchen.co.uk, and entering your email address and password.
2. From the left menu, click into **Reporting**, and then **Reports** to enter the reports page.
3. From the **Report Type** dropdown box, select the **Debt Report**.

Reports

Reports

On this page you can generate reports using data within SwiftKitchen

First select and tune the report you want to run, then select locations to run the report on. Once generated you can download the report as a CSV or a PDF.

Step 1: Select a report type

Report Type: Debt Report

4. Next, we need to configure the report. Tick the boxes for the types of debt you wish to include in the report. There are three options for **Debt Status**:

- **Outstanding Debt**

- This is debt that has not yet been paid by a parent.

- **Repaid Debt**

- This is debt that has already been **paid back** by the parent (debt is reclaimed automatically when a parent next places an order for their child.

- **Cancelled Debt**

- This is debt where it has been decided that it is **not going to be charged** to the parent. Please note that a debt being “cancelled” does not mean that the balance has been written off, as the meal will have been served by the food provider, and therefore will need to be paid for. In most instances, this would be paid for by the school, however the food provider may agree to do this at the discretion of the operations manager for the contract.

Step 2: Configure report

Debt Report

Debt status included?

Which debt types should be included in the report?

You can choose outstanding, cancelled, repaid debt or any combination of those options.

☒ Include Outstanding Debt?

☐ Include Repaid Debt?

☐ Include Cancelled Debt?

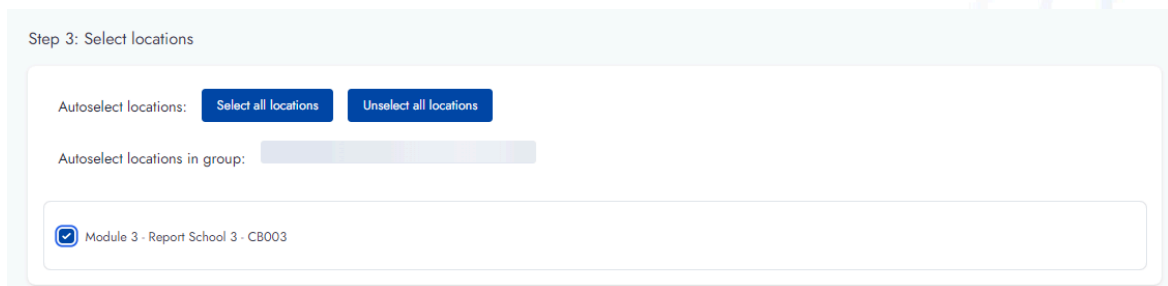
Separate by Order Item?

You can choose this option to separate the report by order item. So each order item would have its own line.

☐ Separate by Order Item?

The default reports here will **total up** the debt owed for a particular consumer, however you also have the ability to **Separate by Order Item**, which will separate out these totals into the individual meal orders that have been placed. This format can be handy if liaising with parents and explaining exactly why a debt is owed, and features additional columns for **Order Reason** (the reasons entered into the system at the point the order was placed) and also **Cancellation Reason** (if you are viewing cancelled debt and wish to see the reasons a particular debt is not being charged to the parent).

- Next, select the school/location(s) you want to run the report for by selecting the checkbox next to it.
Usually you will only have a single school/location available (your school), however if you manage several schools/locations, you will need to choose the ones you wish to run the report for. You can also use the **Select all locations** and **Unselect all locations** to aid in this.



Step 3: Select locations


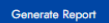
Autoselect locations: **Select all locations** **Unselect all locations**


Autoselect locations in group:

☒ Module 3 - Report School 3 - CB003

- Choose which format you wish to download the report. By default, this will be in PDF format, however you can select .CSV format if you wish (this format will enable you to import the report into a Spreadsheet editor for further filtering/editing).
- Click **Generate Report**, and then wait a few moments for the report to be generated. Then, click **Download Report** to download the report to your computer.

Step 4: Download report

Format to download report: PDF |  



To open the .PDF file, locate the file in your downloads folder and double click on it - it will open in your default PDF viewer.

To open the .CSV file, open your Spreadsheet editing software (Excel, Google Sheets etc) and open the .csv file. Please refer to the documentation for your spreadsheet editing package for assistance importing .CSV files.

Example report configured for **Outstanding** debt only:

Debt Report - 07/11/2024

Outstanding

Location Name	Consumer Name	Total Value of Debt	Status
test3	Demo 18, Nathan	£2.50	Outstanding
test3	Demo 100, Dave	£2.50	Outstanding
test3	Demo 17, Barney	£3.00	Outstanding

Example report configured for outstanding debt, also **separated by order item**:

Debt Report - 07/11/2024

Outstanding

Location Name	Consumer Name	Date of Debt	Date of Meal	Dish Ordered	Order Reason	Value of Debt	Status	Cancellation Reason
test3	Demo 18, Nathan	31/08/2024	30/08/2024	Allergen Menu Jacket Potato	Order Placed On Day	£2.50	Outstanding	
test3	Demo 100, Dave	31/08/2024	30/08/2024	Jacket Potato with Beans	Order Placed On Day	£2.50	Outstanding	
test3	Demo 17, Barney	31/08/2024	30/08/2024	Salmon Fish Fingers with Chips, Baked Beans & Peas	Order Placed On Day	£3.00	Outstanding	

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For support

For any support or if you have any questions please
email **SwiftKitchen@support-services.com** or call **0330 236 6859**.

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